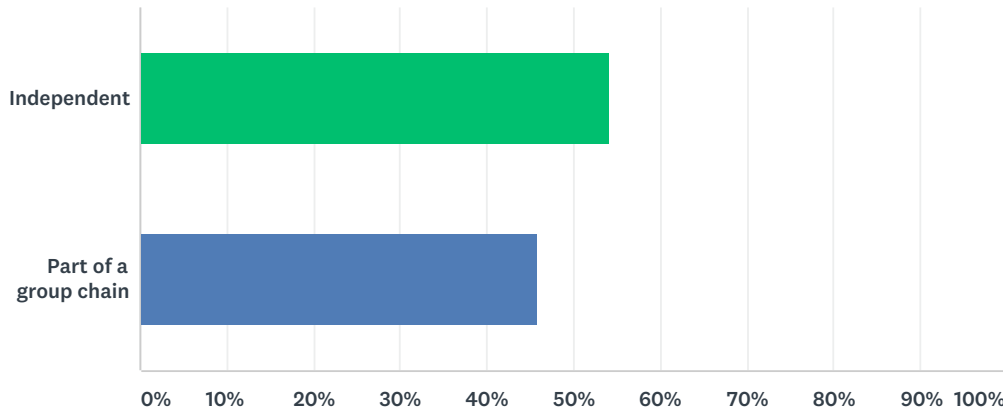


Q1 Is your property independent or part of a group/chain?

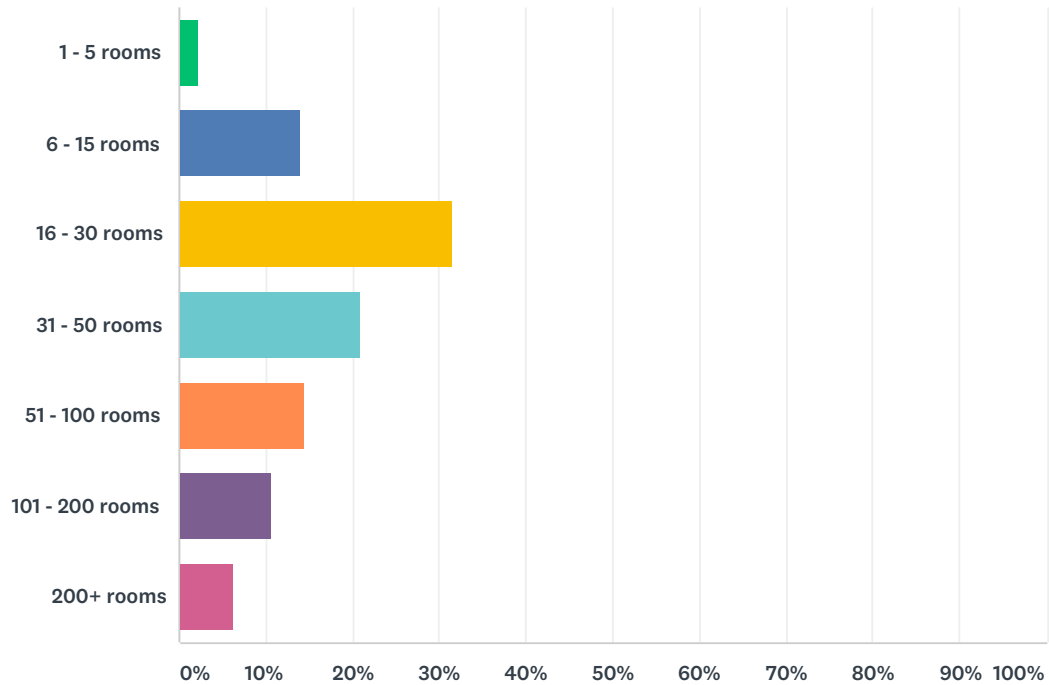
Answered: 450 Skipped: 0



ANSWER CHOICES	RESPONSES	
Independent	54.22%	244
Part of a group chain	45.78%	206
TOTAL		450

Q2 How many rooms does your property operate?

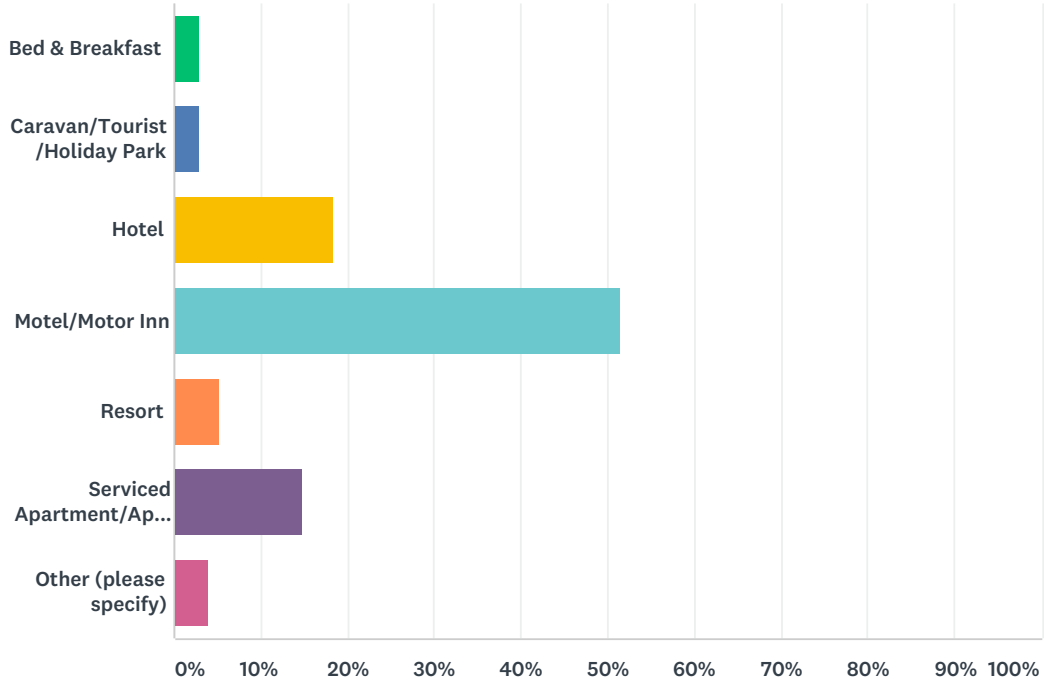
Answered: 450 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 - 5 rooms	2.22%	10
6 - 15 rooms	14.00%	63
16 - 30 rooms	31.56%	142
31 - 50 rooms	20.89%	94
51 - 100 rooms	14.44%	65
101 - 200 rooms	10.67%	48
200+ rooms	6.22%	28
TOTAL		450

Q3 Please indicate what sector your property operates in.

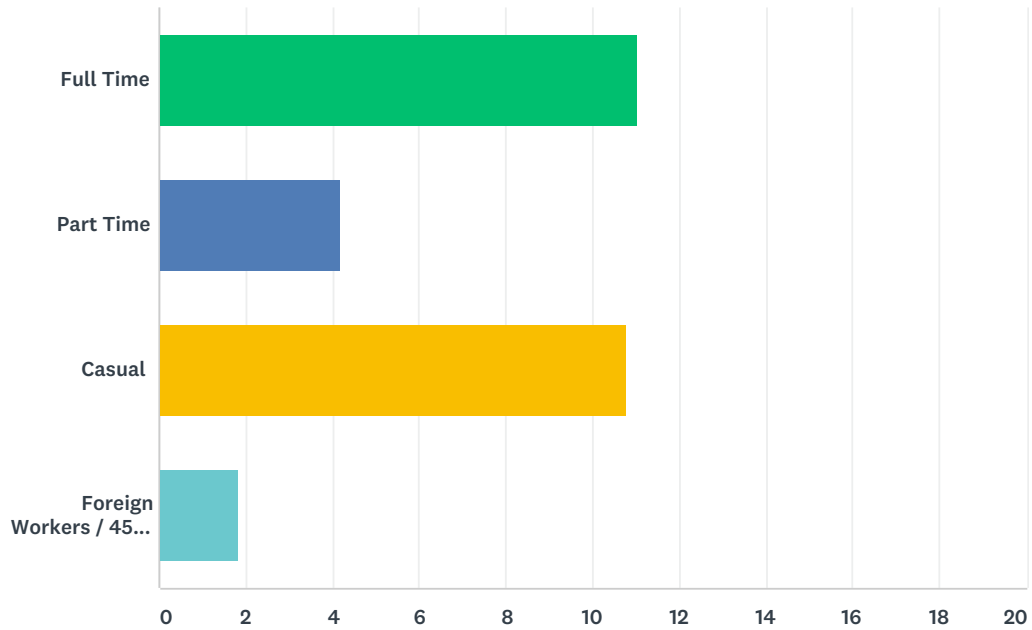
Answered: 450 Skipped: 0



ANSWER CHOICES	RESPONSES	
Bed & Breakfast	2.89%	13
Caravan/Tourist/Holiday Park	2.89%	13
Hotel	18.44%	83
Motel/Motor Inn	51.56%	232
Resort	5.33%	24
Serviced Apartment/Apartment Hotel	14.89%	67
Other (please specify)	4.00%	18
TOTAL		450

Q4 How many staff do you currently employ and on what basis?

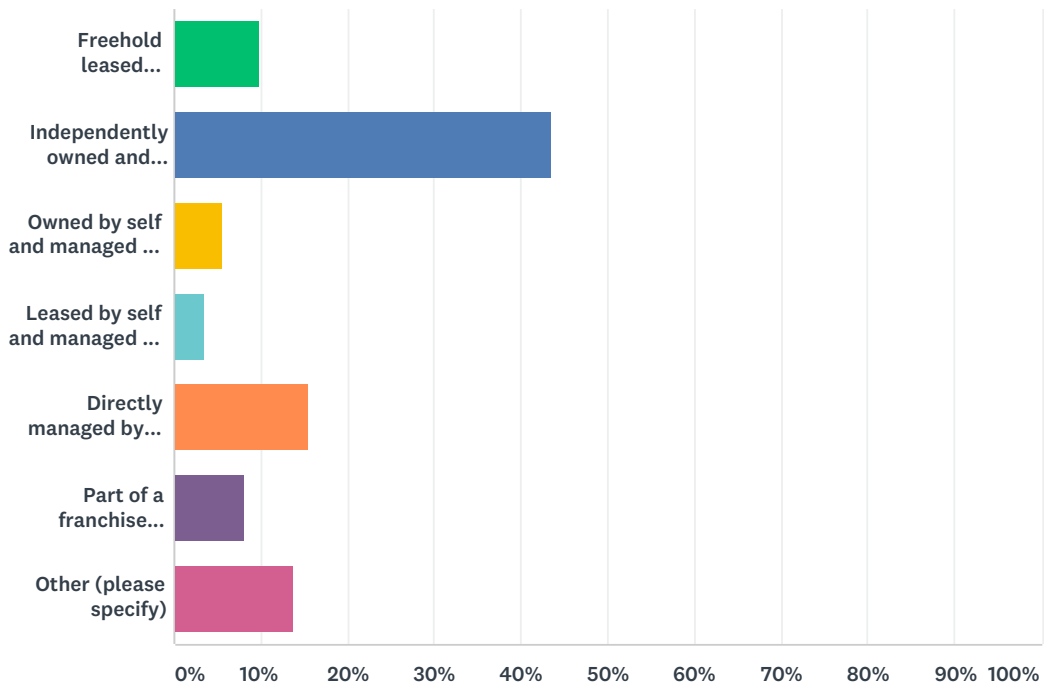
Answered: 450 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Full Time	11	3,959	359
Part Time	4	898	215
Casual	11	4,412	408
Foreign Workers / 457 Visa	2	275	148
Total Respondents: 450			

Q5 Indicate which of the following best describes the business operating structure as relevant to you:

Answered: 450 Skipped: 0



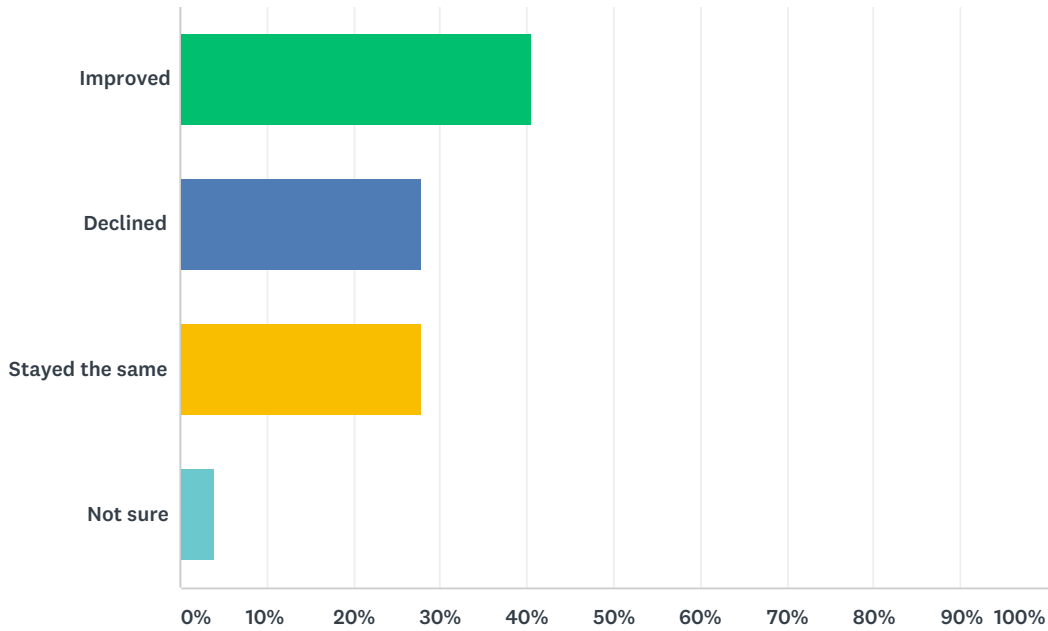
ANSWER CHOICES	RESPONSES	
Freehold leased investment	9.78%	44
Independently owned and operated	43.56%	196
Owned by self and managed by another	5.56%	25
Leased by self and managed by another	3.56%	16
Directly managed by group/chain	15.56%	70
Part of a franchise group, chain, NFP membership group	8.22%	37
Other (please specify)	13.78%	62
TOTAL		450

Q6 What postcode is your property located in?

Answered: 450 Skipped: 0

Q7 In the past financial year 2016/2017, how would you best describe the economic performance of your property?

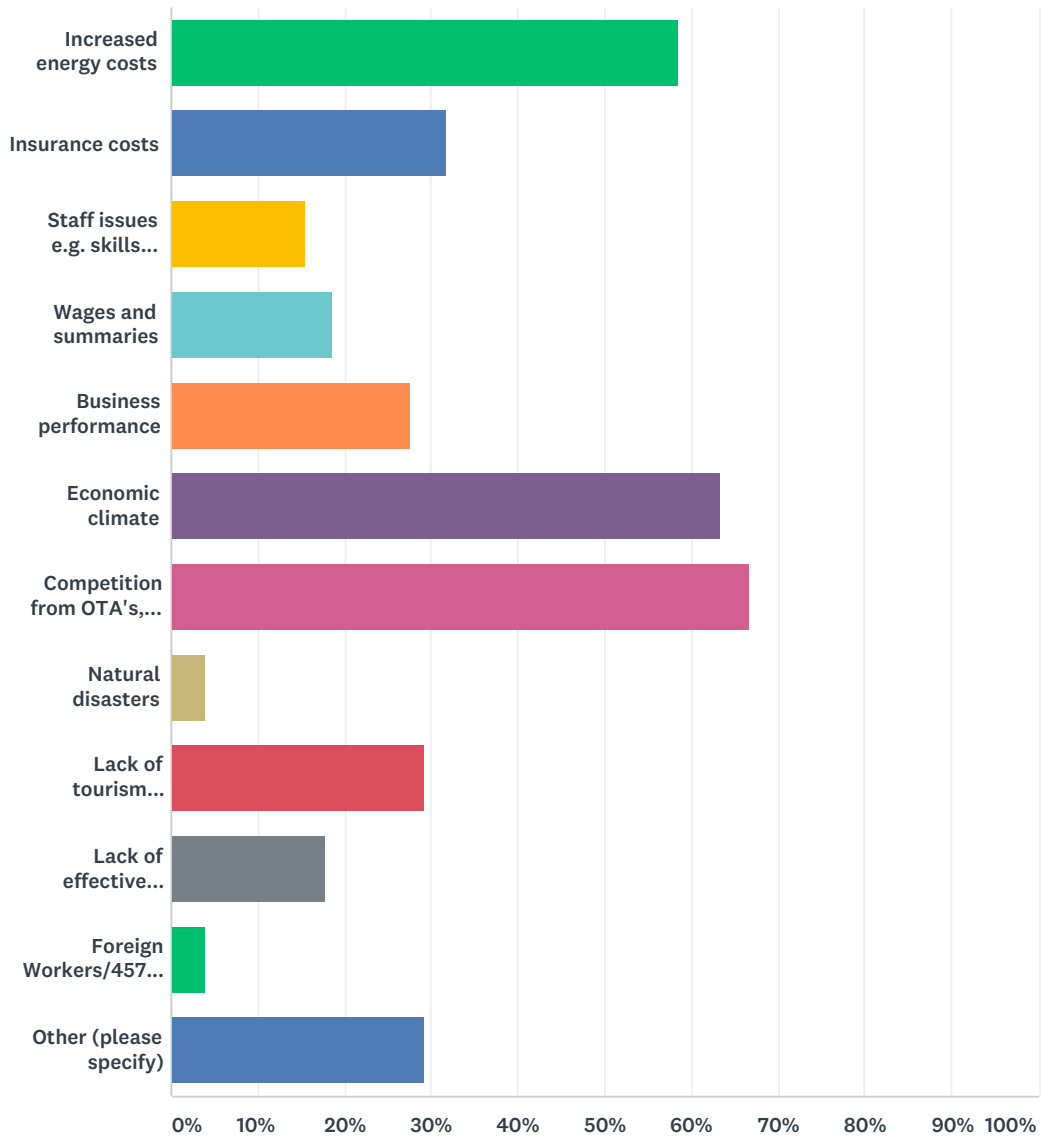
Answered: 447 Skipped: 3



ANSWER CHOICES	RESPONSES	
Improved	40.49%	181
Declined	27.74%	124
Stayed the same	27.74%	124
Not sure	4.03%	18
TOTAL		447

Q8 Please identify what factors have contributed most to this decline:

Answered: 123 Skipped: 327



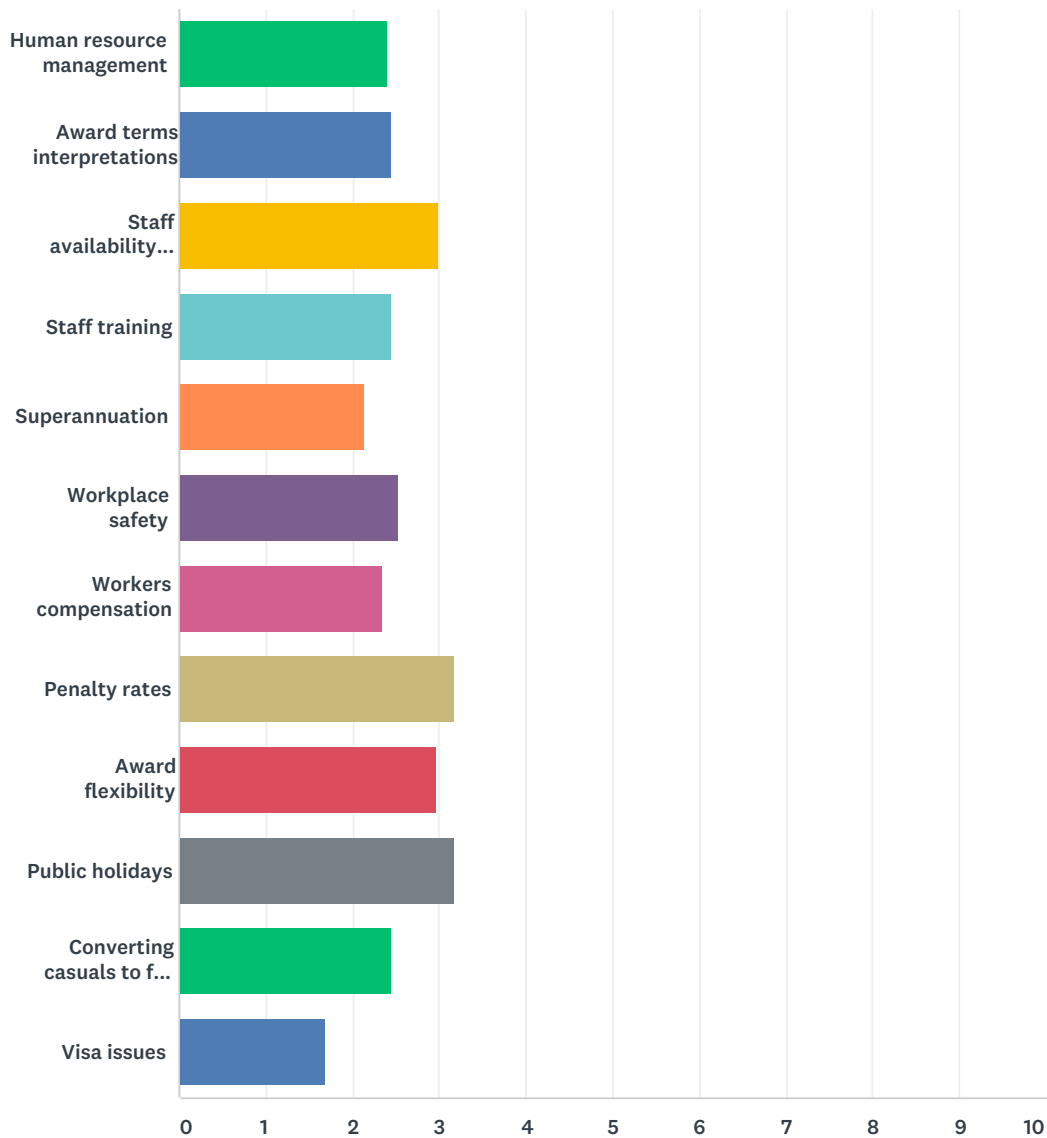
ANSWER CHOICES	RESPONSES	
Increased energy costs	58.54%	72
Insurance costs	31.71%	39
Staff issues e.g. skills shortage	15.45%	19
Wages and summaries	18.70%	23
Business performance	27.64%	34
Economic climate	63.41%	78
Competition from OTA's, other operators	66.67%	82
Natural disasters	4.07%	5

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Lack of tourism infrastructure	29.27%	36
Lack of effective marketing	17.89%	22
Foreign Workers/457 Visa	4.07%	5
Other (please specify)	29.27%	36
Total Respondents: 123		

Q9 Please rate each of the following areas of concern, with 1 being of least concern and 5 being of most concern.

Answered: 425 Skipped: 25



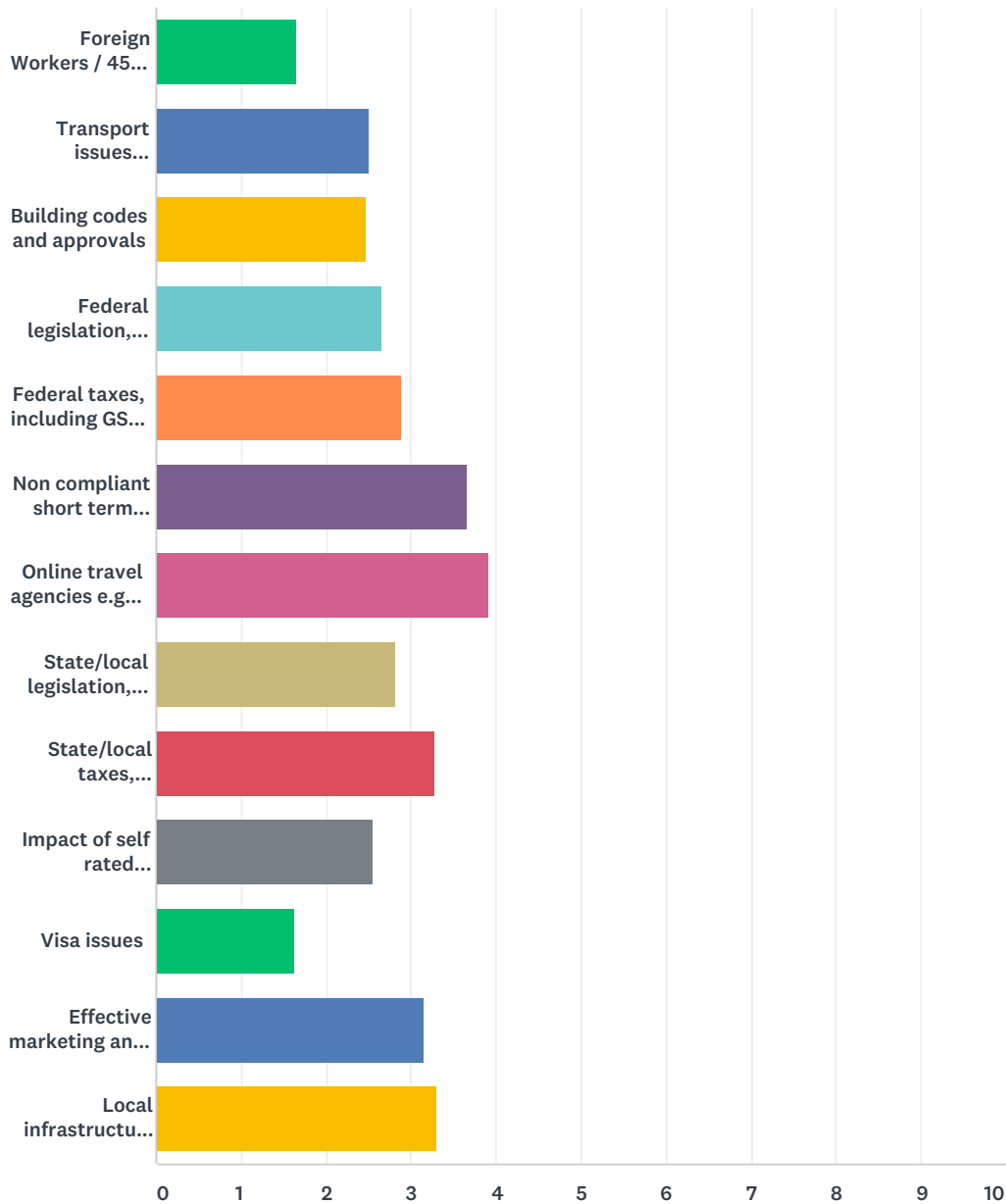
	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
Human resource management	36.24% 154	18.82% 80	22.12% 94	13.88% 59	8.94% 38	425	2.40
Award terms interpretations	32.00% 136	18.35% 78	28.94% 123	14.59% 62	6.12% 26	425	2.44
Staff availability and retention	21.65% 92	16.24% 69	21.18% 90	22.12% 94	18.82% 80	425	3.00
Staff training	31.76% 135	21.65% 92	24.94% 106	14.59% 62	7.06% 30	425	2.44
Superannuation	41.18% 175	24.71% 105	19.53% 83	9.41% 40	5.18% 22	425	2.13

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Workplace safety	31.29% 133	21.41% 91	23.53% 100	10.82% 46	12.94% 55	425	2.53
Workers compensation	36.71% 156	20.71% 88	23.06% 98	10.59% 45	8.94% 38	425	2.34
Penalty rates	21.18% 90	13.65% 58	18.35% 78	20.47% 87	26.35% 112	425	3.17
Award flexibility	25.65% 109	13.41% 57	20.47% 87	19.53% 83	20.94% 89	425	2.97
Public holidays	22.35% 95	12.24% 52	19.06% 81	17.88% 76	28.47% 121	425	3.18
Converting casuals to full and part time	39.76% 169	14.59% 62	21.41% 91	9.65% 41	14.59% 62	425	2.45
Visa issues	70.35% 299	6.82% 29	11.76% 50	4.71% 20	6.35% 27	425	1.70

Q10 Please rate the following issues of concern to the business over the past 12 months, with 1 being of least concern and 5 being of most concern.

Answered: 409 Skipped: 41



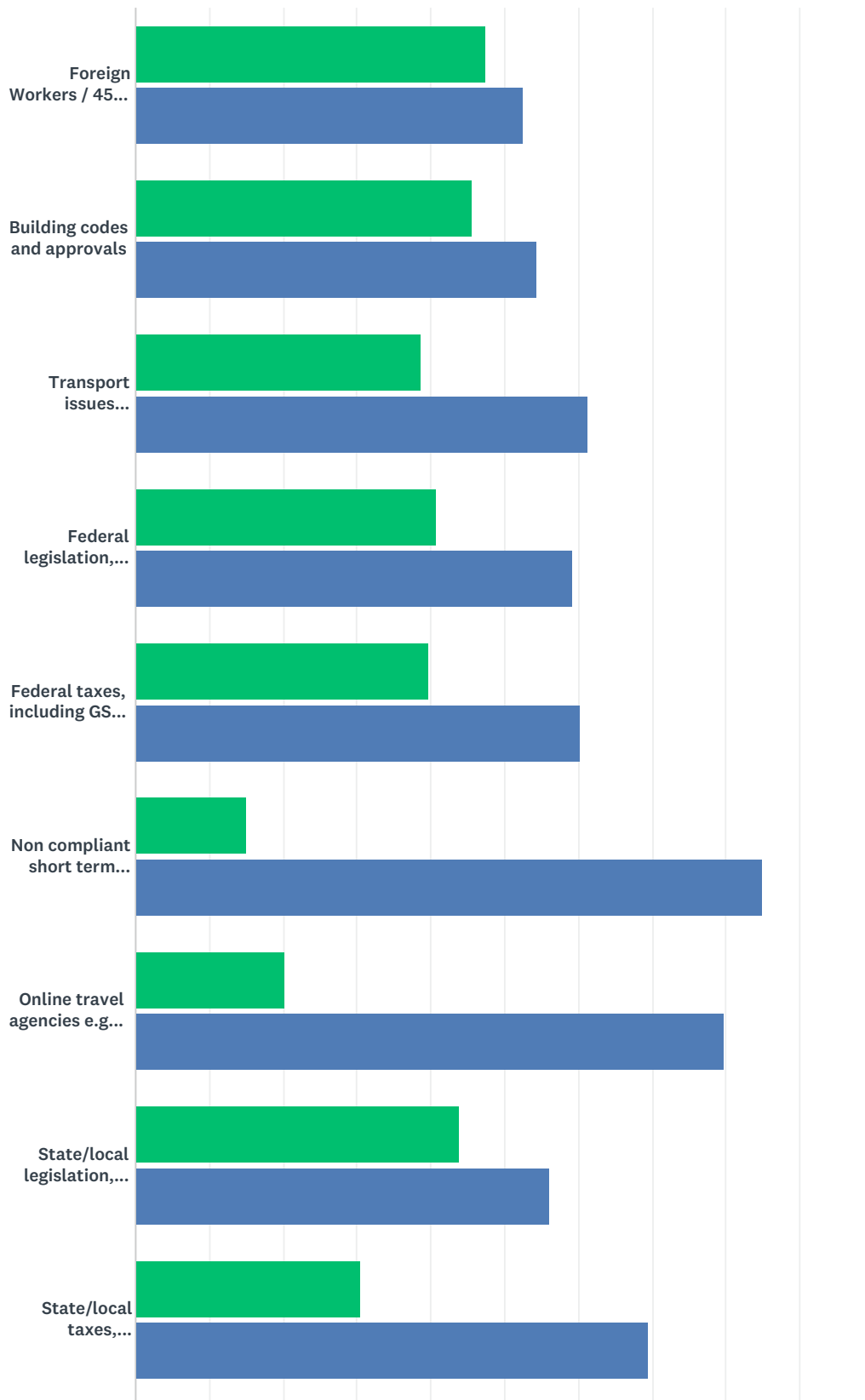
	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
Foreign Workers / 457 Visa	69.44% 284	11.00% 45	9.54% 39	3.91% 16	6.11% 25	409	1.66
Transport issues including flight costs, airport access, public transport options	30.81% 126	22.74% 93	21.52% 88	13.20% 54	11.74% 48	409	2.52
Building codes and approvals	35.45% 145	16.38% 67	25.43% 104	12.22% 50	10.51% 43	409	2.46

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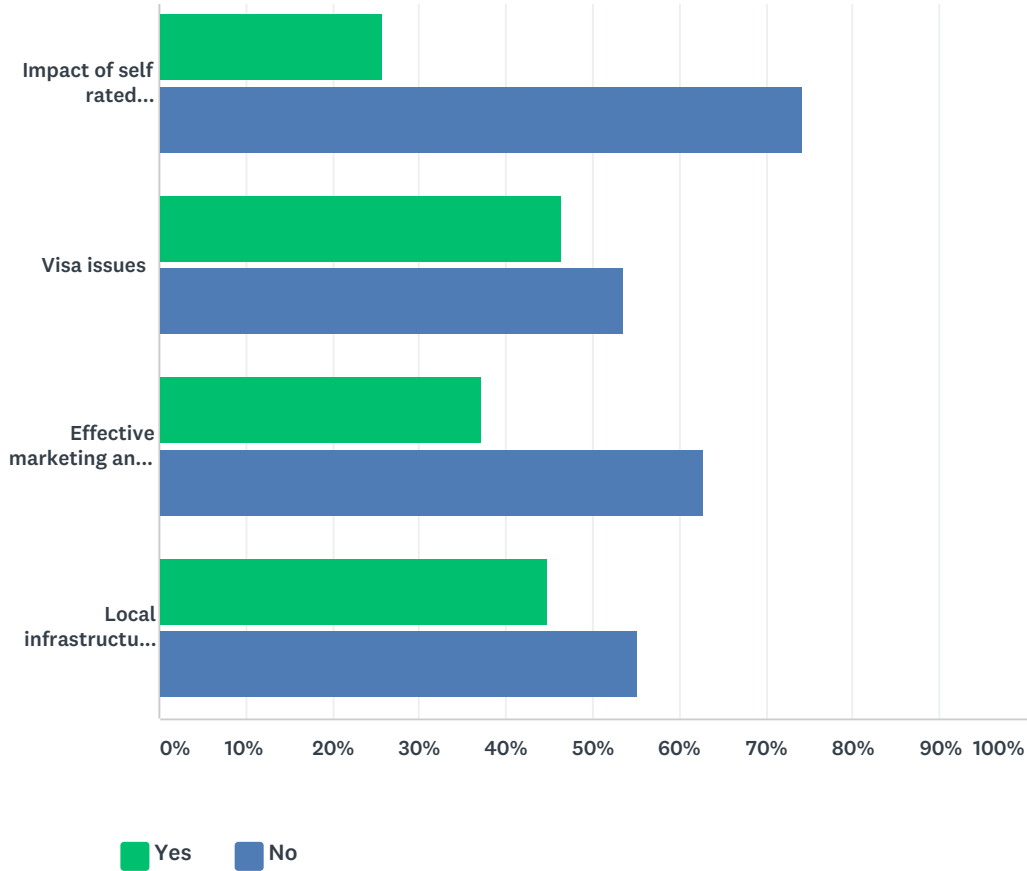
Federal legislation, regulation and policies	23.72% 97	21.27% 87	30.56% 125	13.94% 57	10.51% 43	409	2.66
Federal taxes, including GST, FBT and CGT	22.49% 92	15.65% 64	26.65% 109	20.78% 85	14.43% 59	409	2.89
Non compliant short term accommodation e.g. Airbnb	15.89% 65	7.58% 31	14.43% 59	18.58% 76	43.52% 178	409	3.66
Online travel agencies e.g. Booking.com, Expedia	8.80% 36	7.58% 31	15.16% 62	20.78% 85	47.68% 195	409	3.91
State/local legislation, regulation and policies	20.05% 82	21.27% 87	27.87% 114	17.85% 73	12.96% 53	409	2.82
State/local taxes, including land tax, Council rates and payroll tax	14.67% 60	14.18% 58	24.21% 99	22.49% 92	24.45% 100	409	3.28
Impact of self rated accommodation	33.74% 138	16.14% 66	23.72% 97	13.20% 54	13.20% 54	409	2.56
Visa issues	69.68% 285	11.49% 47	9.54% 39	4.40% 18	4.89% 20	409	1.63
Effective marketing and promotion	17.60% 72	12.96% 53	25.43% 104	23.47% 96	20.54% 84	409	3.16
Local infrastructure to attract and encourage visitors	17.60% 72	11.49% 47	22.74% 93	19.80% 81	28.36% 116	409	3.30

Q11 In your opinion, does the Government support the accommodation industry in the following areas?

Answered: 390 Skipped: 60



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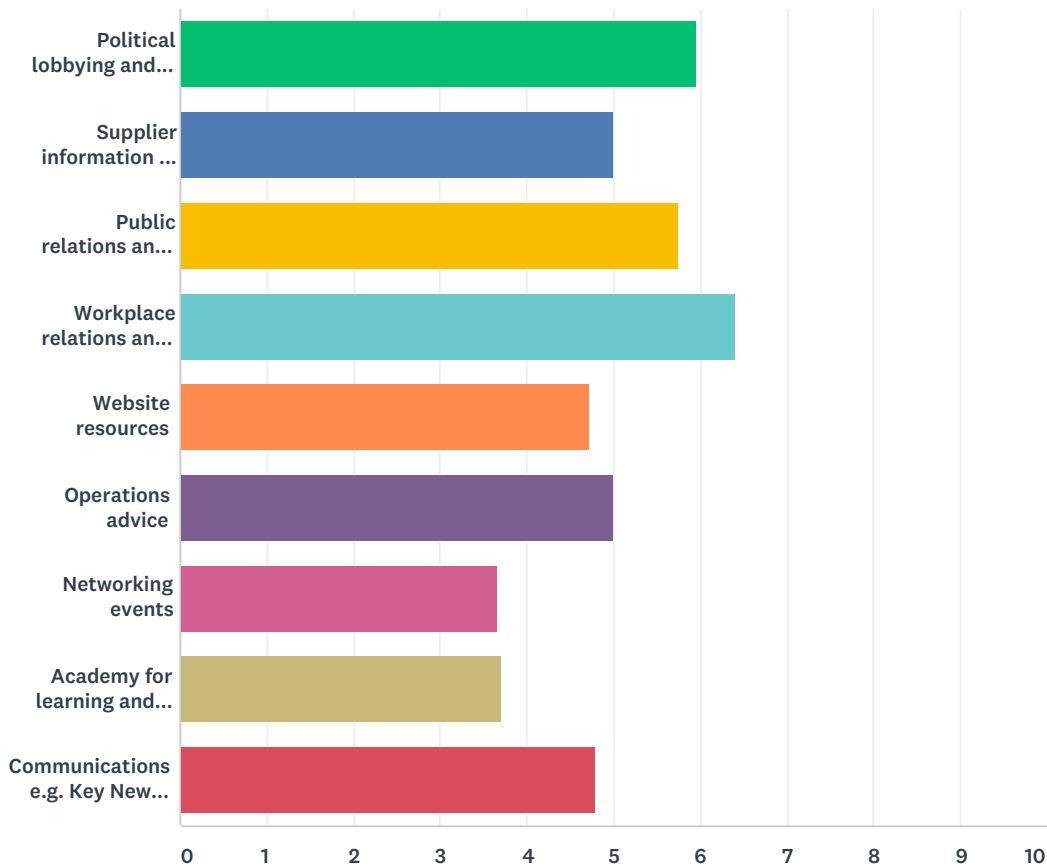
	YES	NO	TOTAL
Foreign Workers / 457 Visa	47.44% 185	52.56% 205	390
Building codes and approvals	45.64% 178	54.36% 212	390
Transport issues including flight costs, airport access, public transport options	38.72% 151	61.28% 239	390
Federal legislation, regulation and policies	40.77% 159	59.23% 231	390
Federal taxes, including GST, FBT and CGT	39.74% 155	60.26% 235	390
Non compliant short term accommodation e.g. Airbnb	15.13% 59	84.87% 331	390
Online travel agencies e.g. Booking.com, Expedia	20.26% 79	79.74% 311	390
State/local legislation, regulation and policies	43.85% 171	56.15% 219	390
State/local taxes, including land tax, Council rates and payroll tax	30.51% 119	69.49% 271	390
Impact of self rated accommodation	25.64% 100	74.36% 290	390
Visa issues	46.41% 181	53.59% 209	390
Effective marketing and promotion	37.18% 145	62.82% 245	390

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Local infrastructure to attract and encourage visitors	44.87%	55.13%	
	175	215	390

Q12 Please rank/drag and drop the following AAoA member benefits in order of greatest value to your business

Answered: 326 Skipped: 124



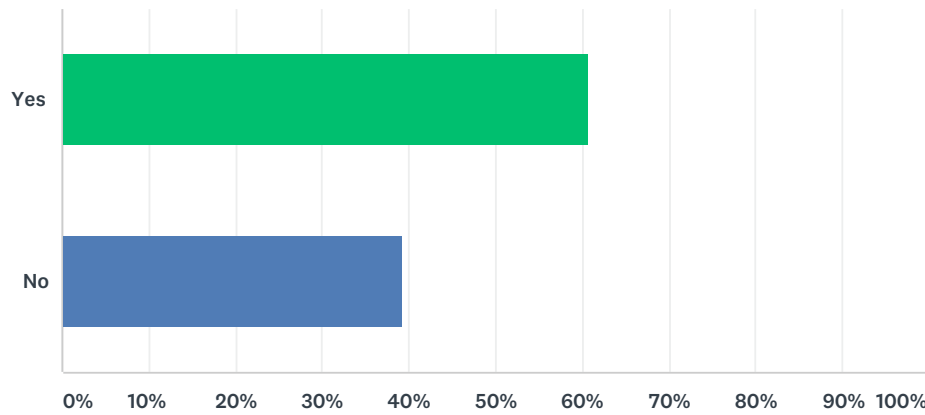
	1	2	3	4	5	6	7	8	9	TOTAL	SCORE
Political lobbying and advocacy	33.13% 108	15.95% 52	7.67% 25	4.60% 15	5.83% 19	3.07% 10	5.21% 17	7.06% 23	17.48% 57	326	5.96
Supplier information and discounts e.g. CBA Merchant Rate	5.52% 18	14.72% 48	13.19% 43	12.27% 40	11.66% 38	11.66% 38	10.12% 33	9.51% 31	11.35% 37	326	4.99
Public relations and media management of industry issues	6.44% 21	17.18% 56	21.17% 69	15.64% 51	11.96% 39	8.28% 27	9.20% 30	7.06% 23	3.07% 10	326	5.75
Workplace relations and employer helpline	22.39% 73	17.48% 57	12.88% 42	16.87% 55	8.90% 29	9.20% 30	5.83% 19	3.37% 11	3.07% 10	326	6.41
Website resources	5.21% 17	7.36% 24	11.66% 38	8.28% 27	18.40% 60	18.10% 59	14.42% 47	11.66% 38	4.91% 16	326	4.73
Operations advice	5.83% 19	9.51% 31	11.04% 36	13.50% 44	12.88% 42	22.09% 72	13.80% 45	7.98% 26	3.37% 11	326	5.00

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Networking events	5.83% 19	4.60% 15	3.99% 13	7.98% 26	8.28% 27	9.51% 31	21.78% 71	18.71% 61	19.33% 63	326	3.67
Academy for learning and development	5.52% 18	3.99% 13	5.83% 19	9.51% 31	9.82% 32	10.12% 33	10.12% 33	25.15% 82	19.94% 65	326	3.70
Communications e.g. Key News Update e-newsletter, EDMs	10.12% 33	9.20% 30	12.58% 41	11.35% 37	12.27% 40	7.98% 26	9.51% 31	9.51% 31	17.48% 57	326	4.79

Q13 Do you have confidence in Vocational Education and Training through Registered Training Organisations?

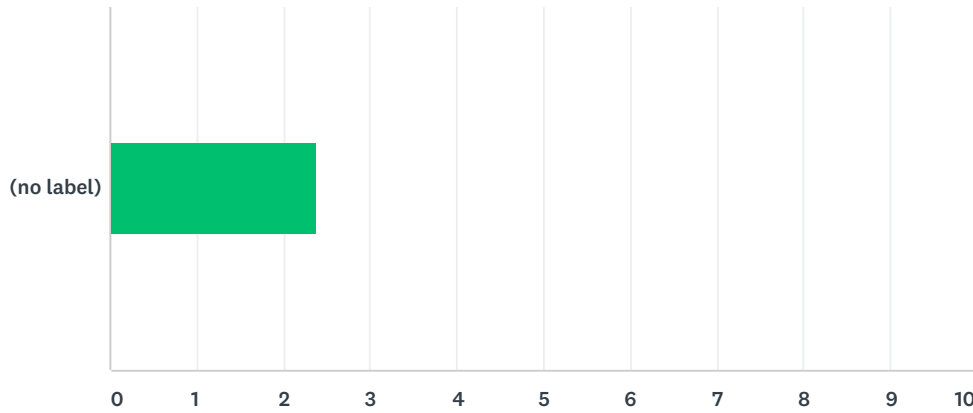
Answered: 326 Skipped: 124



ANSWER CHOICES	RESPONSES	
Yes	60.74%	198
No	39.26%	128
TOTAL		326

Q14 How likely are you to offer work placement / experience to assist job seekers gain employment in the industry in the next 12 months?

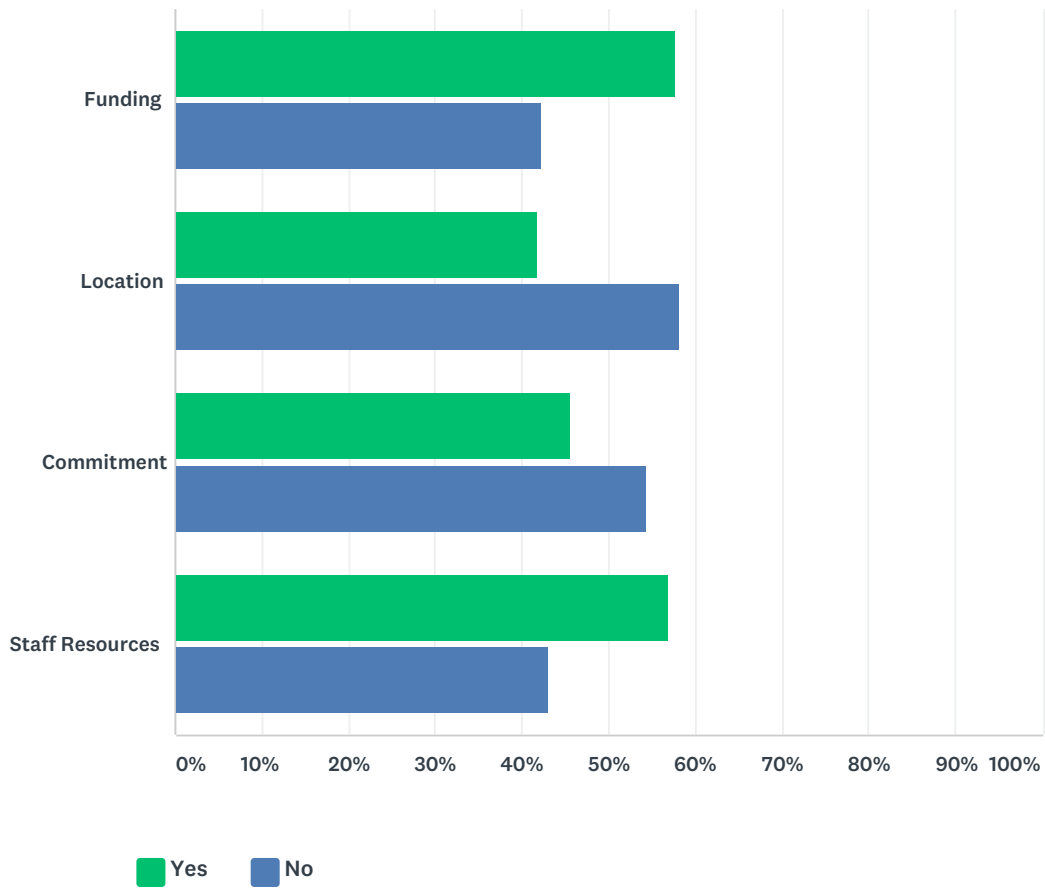
Answered: 326 Skipped: 124



	VERY UNLIKELY	LIKELY	VERY LIKELY	TOTAL	WEIGHTED AVERAGE
(no label)	44.48% 145	42.02% 137	13.50% 44	326	2.38

Q15 Do any of the following prevent you from offering nationally recognised training and qualification for your staff?

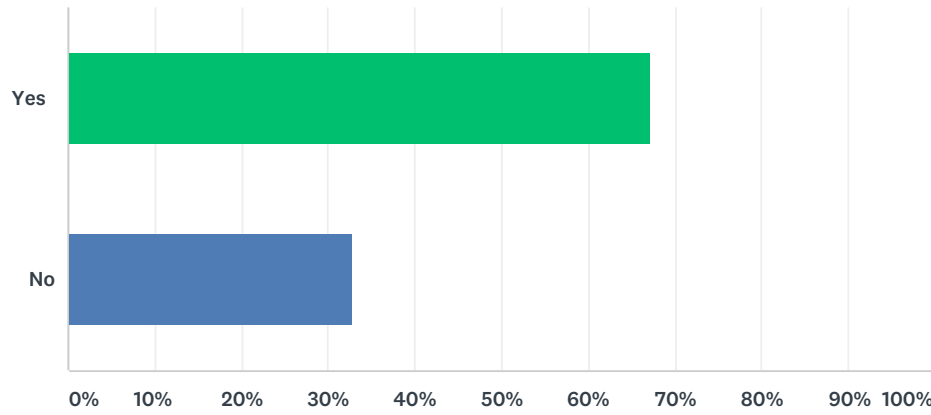
Answered: 326 Skipped: 124



	YES	NO	TOTAL
Funding	57.68% 184	42.32% 135	319
Location	41.90% 132	58.10% 183	315
Commitment	45.69% 143	54.31% 170	313
Staff Resources	56.83% 179	43.17% 136	315

Q16 Is your property currently a member of the AAoA?

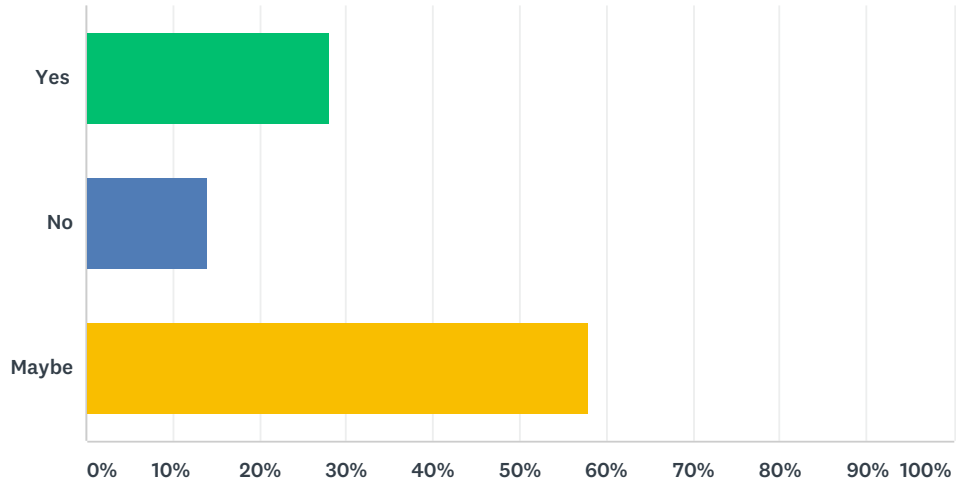
Answered: 325 Skipped: 125



ANSWER CHOICES	RESPONSES	
Yes	67.08%	218
No	32.92%	107
TOTAL		325

Q17 If not, would you consider membership in the future?

Answered: 107 Skipped: 343



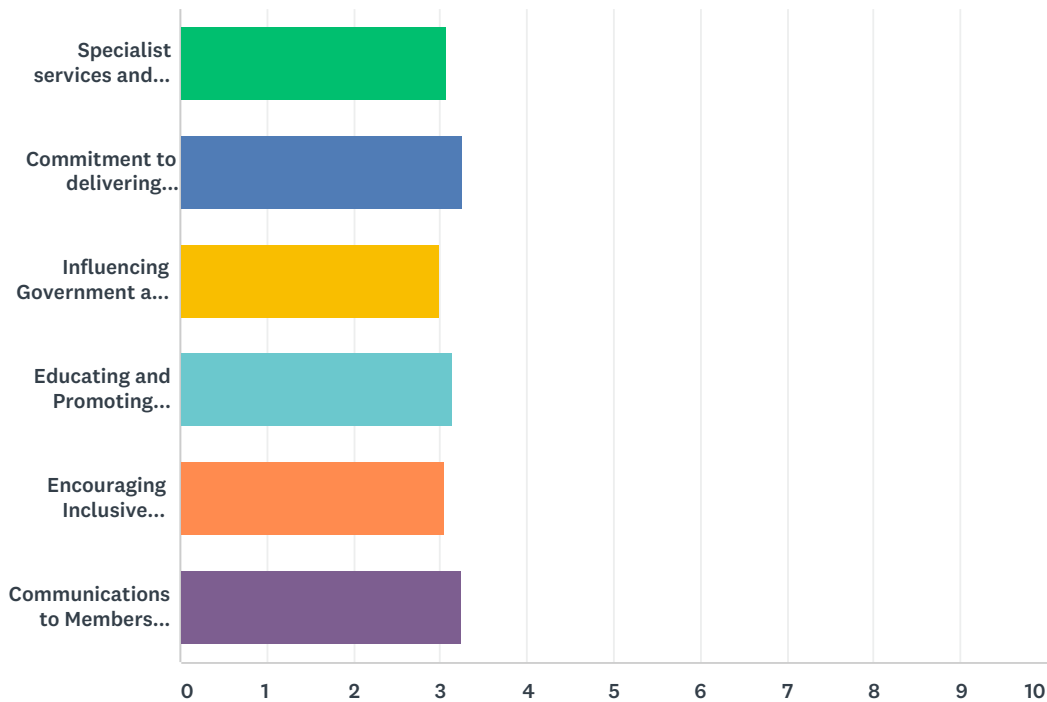
ANSWER CHOICES	RESPONSES	
Yes	28.04%	30
No	14.02%	15
Maybe	57.94%	62
TOTAL		107

Q18 What other services/benefits could we offer to make membership more attractive and worth the investment to you?

Answered: 107 Skipped: 343

Q19 Please rate the Association's performance in the following areas, 1 being poor with 5 being excellent

Answered: 309 Skipped: 141



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Specialist services and management	3.24% 10	20.06% 62	48.87% 151	21.36% 66	6.47% 20	309	3.08
Commitment to delivering quality service and advice	2.91% 9	17.15% 53	42.39% 131	26.54% 82	11.00% 34	309	3.26
Influencing Government and Stakeholders for industry benefit	7.77% 24	22.33% 69	40.13% 124	22.33% 69	7.44% 23	309	2.99
Educating and Promoting Industry Best Practice	4.21% 13	18.12% 56	43.69% 135	28.16% 87	5.83% 18	309	3.13
Encouraging Inclusive Participation	4.53% 14	21.68% 67	45.63% 141	21.04% 65	7.12% 22	309	3.05
Communications to Members Stakeholders	3.88% 12	18.45% 57	39.48% 122	25.24% 78	12.94% 40	309	3.25

Q20 If you would like to enter the draw for a surprise gift (valued at \$300) or would like more information on AAoA, please enter your details below:

Answered: 151 Skipped: 299

ANSWER CHOICES	RESPONSES	
Name	100.00%	151
Property Name	97.35%	147
Address	97.35%	147
Address 2	9.27%	14
City/Town	98.01%	148
State/Territory	97.35%	147
Postal Code	98.68%	149
Country	0.00%	0
Email Address	99.34%	150
Phone Number	96.03%	145